



# LightWorks LW1

## Troubleshooting

**Orange Auto Light does not light up when Power is turned on.**

Ensure Wall Adaptor is fully plugged into the unit and the wall outlet.

Try another wall outlet.

Try a different Wall Adaptor - 12 Volts DC with a Center Positive Pin that supplies at least 1.5 Amps.

There may be a fault with the unit. Contact Customer Care at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@sota.com)

**Mode light on, but no Hand Paddle Lights.**

Ensure both ends of the LightWorks Cord are securely plugged into the unit and the Hand Paddle.

Yes

Are the Hand Paddle lights on?

No

The unit appears to be working properly.

There may be a fault with the unit. Contact Customer Care at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@sota.com)

**Lights are burnt out on either side of the Hand Paddle.**

The Hand Paddle will need to be sent in. Contact Customer Care at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@sota.com)



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## Troubleshooting

### The On/Off Power Button appears to be stuck.

During manufacturing the back of the unit can sometimes get screwed on too tightly, which interferes with the Power Button working correctly.

Unplug the Wall Adaptor.

Gently loosen the screws on the back of the unit by turning them a 1/2 turn at a time using a Phillips head screw driver.

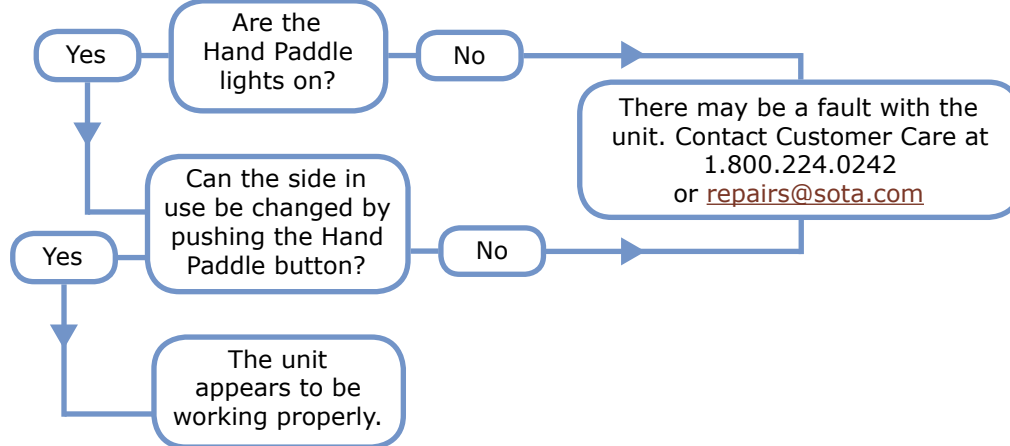
Plug in the Wall Adaptor and test the On/Off Power Button.

If the button still appears to be stuck, repeat the steps 1 - 3 more times.

If the button continues to stick there may be a fault with the unit. Contact Customer Care at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@sota.com)

### Cannot switch the operational side of the Hand Paddle.

Ensure both ends of the LightWorks Cord are securely plugged into the unit and the Hand Paddle.



### Cannot switch modes.

There may be a fault with the unit. Contact Customer Care at 1.800.224.0242 or [repairs@sota.com](mailto:repairs@sota.com)